

City of College Park 2012 Resident Satisfaction Survey

Dear Resident,

Thank you for requesting a paper version of the 2012 Resident Satisfaction Survey. The City of College Park uses the Resident Satisfaction Survey as a tool to see how well we serve you. The last survey, completed two years ago, provided us with valuable input that helped develop our budget and make improvements to City services. This year, we've shortened the survey to make it more convenient for you.

Please answer the survey based on your personal experiences. Your responses are completely anonymous. Thank you for taking the survey; we are eager for your response.

Sincerely,

Mayor Andrew Fellows and College Park City Council Members:

District 1: District 2: District 3: District 4:
Fazlul Kabir Robert T. Catlin Robert Day Marcus Afzali
Patrick Wojahn Monroe Dennis Stephanie Stullich Denise Mitchell

Instructions

- One survey per household: One person 18+ years old should complete the survey
- Answer each question if applicable based on your own experiences
- Fold the survey and place the survey into the pre-stamped envelope
- No additional postage necessary (just drop the envelope into the mail)
- Call 240-487-3501 if you have questions

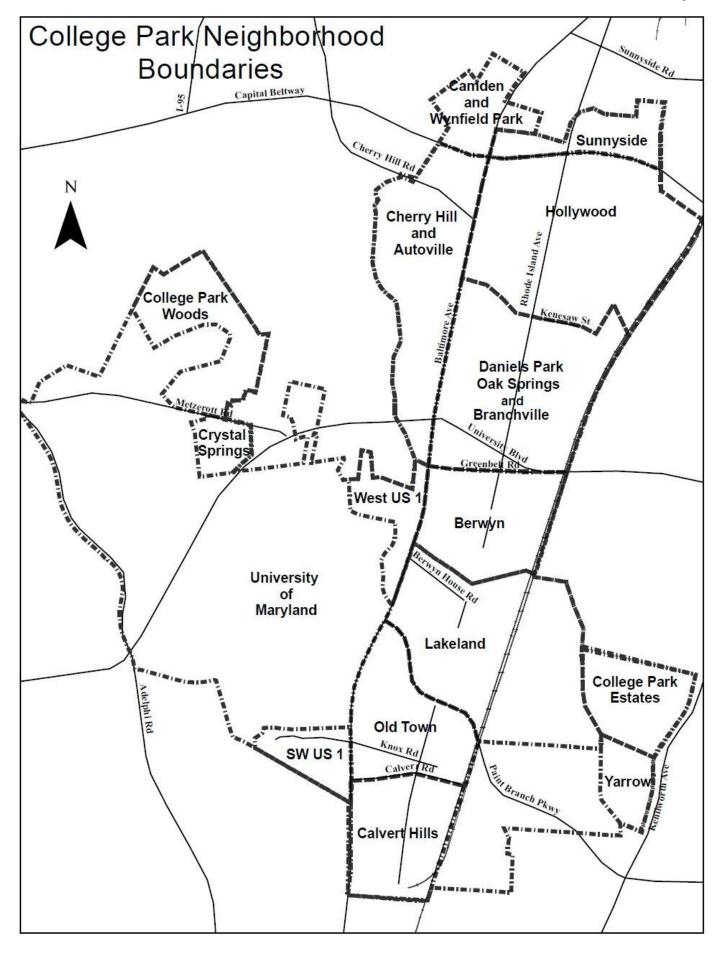
Please return survey by November 9, 2012

Versión en español disponible

It's not too late to complete this survey online!

www.collegeparkmd.gov/survey

Access the online survey at any time until 11:59PM, November 9, 2012.



Section I – City Services

1. Please rate the following City services.		Excellent	Good	Neutral	Fair	Poor	Don't know	
		Public Works services:						
		 Regular trash collection Bulk and/or special trash collection Single-stream recycling collection Grass, brush & tree limb collection Curbside leaf collection (Nov-Dec) Snow removal Compost program/SMARTLEAF® Street cleaning Landscape plantings and roadside tree maintenance Street lighting Street maintenance Cleanliness of business districts Public Works' overall responsiveness & timeliness to your inquiries and complaints 						
	В.	Parking Enforcement services:						
		- In commercial/retail areas						
		- In your neighborhood						
		 Parking Enforcement's overall responsiveness & timeliness to your inquiries and complaints 						
	C.	Animal Control services:						
		 Animal Control's overall responsiveness & timeliness to your inquiries and complaints 						
	D.	Code Enforcement services:						
		 Code Enforcement's overall responsiveness & timeliness to your inquiries and complaints 						
		 Code enforcement inside the rental property in which you live 						
	 2. 	Code enforcement in commercial/retail areas - Cleanliness & property maintenance - Noise Code enforcement in your neighborhood:	: 					
		Cleanliness & property maintenanceNoise						
	3.	Please complete: I feel that the amount of co			ny neighbo	rhood is		

			Excellent			Fair	Poor	Don't know
	Ε.	Youth, Family, and Senior Services: (Answer	ONLY if you a	are a ser	nior or a par	ent with	young chi	dren):
		- City youth and family programs for counseling and community outreach						
		 City seniors programs for medical transport to appointments, shopping, advocacy, recreation, and information services 	ort					
		 Youth, Family, and Senior Services' overall responsiveness & timeliness to your inquiries and complaints 						
	F.	General City services:						
		 The overall quality of the City of College Park services 						
		- The value of City services and programs for your tax dollars						
		- How would you improve our City services?						
		on II – Getting City Information	Freellest	Cood	Noutral	Fair	D	Daniel Image
2.		Please rate the following:	Excellent	Good	Neutral	Fair	Poor	Don't know
		The City's efforts to inform you of City government and services						
	B.	Usefulness of the "Municipal Scene" information that appears every two weeks in the Gazette						
	C.	Usefulness of the information listed on the College Park website (<u>www.collegeparkmd.gov</u>)						
	D.	Usefulness of the Resident Information Guide distributed in the Fall						
3.	V	information? (Check all that apply) □ Dia □ Th □ Pa	azette amondback ne College Pa atch website unicipal Scend		City websit City Hall bu Resident Ir Blog: Other:	ılletin bo	eard	Call the City Cable annel Word of uth Civic groups
4.	V	What is your preferred method of receiving info	rmation? (C	heck all	that apply)			
			acebook / Twi ther:	tter / Oth	ner social m	edia site		
Sec	tio	n III – Quality of Life						
5.	Oı	n a scale of 1 to 5, with 1 being the very likely,		are you t likely	to:		V	ery unlikely
	A.	Recommend living in College Park to a friend	1		2	3	4	5
	В.	Remain in College Park for the next 3 years	1		2	3	4	5

6.	F	low safe do you feel?		Very	Safe	Safe Ne	utral	Unsafe	Very Unsafe
	В. С.		ediate neighborhonds Inds ID Metro Station Station						
7.		ease rate the following publi ervices:	c safety	Excellent	Good	Neutral	Fair	Poor	Don't know
	A.	Your understanding of the City's Contract Police Prog							
	В.	Police response time to em	ergency calls						
	C.	Police response time to not calls	n-emergency						
	D.	Efforts to keep you informe and action taken	d about crime						
		The Neighborhood Watch p neighborhood							
	F.	Fire & Emergency Medical	Services						
	G.	Specific comments on Polic Emergency Medical Service							
8.		ease rate the following for yeeighborhood:	our	Excellent	Good	Neutral	Fair	Poor	Don't know
	A.	Physical condition of housing	ng						
		Access to parks and open	•						
		Walking distance to a bus s	stop						
		Availability of sidewalks							
		Access to shopping and otl Tree canopy cover	iei services						
		Overall neighborhood as a	nlace to live						
9.	W	hat do you like best about our neighborhood?	,						
10.		hat do you like least bout your neighborhood?							

Sec	tion IV – Economic Development						
11.	What type of businesses would you like to see more of in College Park?	9					
12.	How do you learn about College Park economic development news and issues? (Check all that apply).	☐ Facebook / Twitter ☐ Monthly newsletters ☐ City Council meetings ☐ Blog: ☐ Economic Development ☐ Other: website					vsletters
Sec	tion V – Parks and Recreation						
13.	Please rate the following service:	Excellent	Good	Neutral	Fair	Poor	Don't know
·	City parks, playgrounds and athletic fields (Calvert Hills, Duvall Field, etc.)						
14.	Please check the box for any of the following resources you would like to see in your neighborhood? (Check all that apply)						
15.	Please list any recreational activities in which you would be interested in participating.						
Sec	tion VI – Environment and Recycling (Note, some services mentioned below in quest	tions 16 and	ant author	eth provide	d by the	Cita)	
16	Please answer the following with the best ans				Yes	No	Don't know
	A. Should our community focus on decreasin municipal government? (e.g., lighting, he	g the energy	/ used by				
	B. Would you like to know more about how to or apartment more energy efficient?	make your	house, c	ondo,			
	C. Are you interested in learning more about such as the installation of rain barrels or			fforts			
17.	Do you know what a carbon footprint is?	Yes Hear	d of it but	☐ No t still unsu	_	on't Know at it mear	
18.	What community sustainability programs would you like to see the City pursue?						
Sec	tion VII – Transportation						
19.	How do you usually get to the Metrorail station? (Check the box for the two most typical for you) Walk Bike		Sh	G. 'The Bu uttle-UM xi or vanp		Drive a	ed off by car a car use Metro
20.	Complete the phrase by choosing the appropriate For recreation For commuting to warm All of the above I do not ride a bicycle.	vork or schoo				l	

21.	How many miles do you commute each way to work?	less than 1 – 4 mile 5 – 9 mile	s 📋	10 – 19 mil 20 – 29 mil 30 miles +	_	Retired or unemploy	
Sect	ion VIII – Rate College Park						
	Please rate the following about the	City: Exc	ellent Go	od Neutra	I Fair	Poor Do	n't know
	A. Employment opportunities						
	B. Variety of housing available						
	C. Vibrancy of downtown						
	D. Cost of living						
	E. Shopping opportunities	[1	$\overline{\Box}$		$\overline{\Box}$
	F. Dining opportunities						
	G. Recreation opportunities						
	H. Cultural opportunities						
	I. Transportation network			1	\Box	$\overline{\Box}$	
	J. Parking availability						
	K. College Park, overall			1			
	What do you like best about College Park? What do you like least about College Park?						
Sect	ion IX – Miscellaneous						
25.	Over the past 12 months, how ofter someone in your household used / the following?		5+ times per week	1 – 4 times per week	1 – 4 times per month	1 – 4 times per year	Never
	A. The City discount drug program						
E	B. College Park Central (online repo	rting system)					
(C. The College Park Cable Channel (Comcast Channel 71; Verizo						
[D. Live / rebroadcast City Council m	eeting videos					
E	E. The City Council meeting online v	video archive					
F	F. The Downtown College Park Far	mers' Market					
(G. Shopping in Downtown College P	ark					
ŀ	H. Shopping in the Hollywood comm	ercial district					
ı	. Shopping in the Berwyn commerc	cial district					
	J. The City's www.ShopCollegePark	c.org website					
I	K. Metrobus						
l	L. Prince George's County THE BU	S					

						•	age o			
s	Over the past 12 months, how often omeone in your household used / page following?		5+ times per week	1 – 4 times per week	1 – 4 times per month	1 – 4 times per year	Never			
M.	The Route 1 Ride (Route 17 Bus)									
N.	Shuttle-UM (University of Maryland bus service)									
Ο.	Metrorail									
P.	The City's downtown parking gara	ige								
Sectio	Section X – About You									
26.	How many years have you lived in College Park?	less than 2	-	☐ 6 – 9 ye		20 – 29 Year 30 years +	s 			
27.	What is your age?	☐ 18 – 24☐ 25 – 34		 ☐ 35 - 44 ☐ 62 - 74 ☐ 45 - 61 ☐ 75 years + 						
28. A.	Are you a University student? If yes, are you an undergraduate or graduate (e.g., Masters or Ph.D. program) student?	☐ Yes ☐ Undergrad student	uate	☐ No ☐ Graduat	e student					
29.	Please check the box next to the City neighborhood in which you live. (Refer to the map for neighborhood boundaries). Camden – Wynfield Park Sunnyside Hollywood Hollywood Daniels Park – Oak Springs – Branchville Berwyn College Park Woods Crystal Springs College Park Estates Yarrow West US Route 1 Camden – Wynfield Park College Park Camden – Wynfield Park Doll Town Calvert Hills Southwest US Route 1 College Park Woods Crystal Springs Autoville – Cherry Hill									
•	 Thank you for taking the time to complete this survey and improve our city! Please fold your completed survey, place it into the pre-stamped 									

envelope, and mail it. No additional postage needed!

Thank you for your participation!